

Administrative Management - Facilities Management

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "Submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 29 inclusive.

Respondent 1 Submit date: May 10, 2005 E-mail address: robert.young@trs.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

Treasury has a limited amount of space which we lease from DGS in the Monroe Building. If additional work area is needed, we reconfigure our current space. A forecast of space would be based on number of people on staff.

3. How does your Agency procure space?

Treasury leases space in the Monroe Building from DGS.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes. We would discuss with DGS any additional space that might be available from current tenants.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

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6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We do not track facility assets as the land, building and improvements are owned by DGS from whom we lease.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

No. DGS and the building manager would be responsible for this function. Work related accidents would be reported to the building manager if a result of an unsafe condition.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

N/A

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

All facility-related work is managed by DGS either as a normal part of building management or as a request from Treasury for assistance.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 0

Security (\$)

\$ 0

Maintenance (\$)

\$ 0

Repair/Renovation (\$)

\$ 0

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.1
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

90 %

Planned (Preventive/Improvement)

10 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

100.00

Comments

The majority are small informal requests for plumbing, lighting, air flow, housekeeping, maintenance issues. Very few requests are formal work orders.

15. What is your Agency's process for managing work orders or maintenance requests?

Notify DGS of work that needs to be addressed and follow-up by procurement unit to ensure completion.

16. On average, how many days is required to fulfill a maintenance request?

1

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

All maintenance supplies are the responsibility of DGS. Treasury does not procure any supplies, parts or other MRO-related materials.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

If the quality of services supplied by DGS below what is expected based on a complaint or suggestion, the issue is directed to the DGS building manager.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 0

22. How does your Agency monitor energy consumption and conservation?

This is the responsibility of DGS.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Title 2.2, Chapter 43 of the Code of Virginia - Virginia Public Procurement Act and DGS building operation and tenant procedures or regulations may apply.

24. If you have any other concerns or comments about this functional area, please include them here.

Treasury's procurement area is responsible for facilities management. This is a small part of that job and mainly involves notice to the DGS building manager of issues that need attention. The DGS building manager is very responsive to tenant requests or concerns and we are pleased with this service.

Respondent 2 Submit date: May 12, 2005 E-mail address: John.Colligan@dcjs.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?**3. How does your Agency procure space?****4. Does your Agency have visibility into space that might be available from other agencies?**

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

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6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

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12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....Comments
.....**14. How many work order requests does your Agency manage on an annual basis?**# of work orders
.....Comments
.....**15. What is your Agency's process for managing work orders or maintenance requests?**
.....**16. On average, how many days is required to fulfill a maintenance request?**
.....**17. What is the average administrative/overhead cost of a maintenance or service request?**Average Cost (\$)
.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?**20. How does your Agency monitor the quality of services provided to your facilities' tenants?****21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?**

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?**23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.****24. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 3 Submit date: May 13, 2005 E-mail address: jane.mccroskey@mrc.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Radio Tower

2. How does your Agency forecast demand for facility space?

Based on anticipated FTE levels

3. How does your Agency procure space?

Using DGS/State guidelines

4. Does your Agency have visibility into space that might be available from other agencies?

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

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6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS, agency Access Data Base, State LAS system and State Department of Treasury Risk Management system

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Using State Risk Management Procedures and periodic agency safety and fire inspections

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Agency is primarily located in leased space and services are provided by landlord

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 10,000

Security (\$)

\$ 1,000

Maintenance (\$)

\$ 0

Repair/Renovation (\$)

\$ 0

Other (\$)

\$ 0

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	.3
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....

Comments

N/A agency is primarily in leased space

14. How many work order requests does your Agency manage on an annual basis?

of work orders

300.00

Comments

requests primarily made to landlord for office locations

15. What is your Agency's process for managing work orders or maintenance requests?

Manually

16. On average, how many days is required to fulfill a maintenance request?

Driven by landlord and existing lease agreements

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

State contracts and competitive procurements

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Informally

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 15,000

22. How does your Agency monitor energy consumption and conservation?

Based on State DMME guidelines

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None known

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 4 Submit date: May 13, 2005 E-mail address: patrick.wilson@dce.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☐ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

We do not manage any facilities.

3. How does your Agency procure space?

All our offices are in state buildings.

4. Does your Agency have visibility into space that might be available from other agencies?

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

N/A

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

N/A

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

N/A

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....

Comments

See DGS for this information. We are in their buildings.

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.00

Comments
.....**15. What is your Agency's process for managing work orders or maintenance requests?**

We are in state run buildings. We call DGS for needs.

16. On average, how many days is required to fulfill a maintenance request?

Same Day

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?**20. How does your Agency monitor the quality of services provided to your facilities' tenants?****21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?**

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?**23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.****24. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 5 Submit date: May 13, 2005 E-mail address: ray.ratke@co.dmhmrzas.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Four homes leased by Community Services Boards; one leased office.

2. How does your Agency forecast demand for facility space?

The Department of General Services (DGS) governs this.

3. How does your Agency procure space?

Through DGS.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes, DGS website and contact by DGS.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

The office building is owned/managed/maintained by DGS. The CSB group homes are recorded in the State's FAACS system.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

DGS is responsible.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

Agency provides oversight of repairs and renovation of CSB group homes.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

n/a

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

\$ 30,000

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....

Comments

n/a

14. How many work order requests does your Agency manage on an annual basis?# of work orders
.....

Comments

n/a

15. What is your Agency's process for managing work orders or maintenance requests?

Responsibility of DGS.

16. On average, how many days is required to fulfill a maintenance request?

n/a

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

DGS

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

DGS responsibility.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 0

22. How does your Agency monitor energy consumption and conservation?

DGS

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

DGS

24. If you have any other concerns or comments about this functional area, please include them here.

n/a

Respondent 6 Submit date: May 13, 2005 E-mail address: david.mawyer@wsh.dmhmrzas.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☐ Office
- ☐ Parking
- ☒ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

No

3. How does your Agency procure space?

New space is needed due to age of facility and is being considered through capital outlay process.

4. Does your Agency have visibility into space that might be available from other agencies?

Only from within our system. It should be noted that we have vacant space at our facility due to downsizing

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Capitalized buildings and equipment are tracked through FAACS. All space "assignments" and uses are maintained in a excel file by sq footage for statistical reporting purposes

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

There is an incident reporting system monitored daily. Hospital instructions describe reporting and notification methodology.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Some maintenance that is specialized such as elevator or medical equipment is contracted for due to expertise/cost

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 1,000,716

Security (\$)

\$ 639,258

Maintenance (\$)

\$ 2,483,478

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	1.0
Band - 5	1.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

30 %

Planned (Preventive/Improvement)

70 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

42,000.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

Requests are phoned in or submitted by web link to the work center. The work center then creates a work order and issue it to the appropriate shop. Currently use MP2 computerized maintenance system by Datastream. Q A reports are generated from the data in MP2 and reviewed by management.

16. On average, how many days is required to fulfill a maintenance request?

Depends on complexity of tasks. Simple task 1 day complex 14 days

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 10

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 3,228,700

Capital Improvements requested but deferred to a future year (\$)

\$ 20,738,340

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Either through direct purchase by SPCC or through purchases made through Materials Management

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Survey and Q & A reports

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 868,000

22. How does your Agency monitor energy consumption and conservation?

The amount above is included in the total amount reported for maintenance which includes utilities, repairs and staffing. Power plants are monitored by BTU input to BTU steam output. Energy is converted to BTU and then compared to historical data and square footage data.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

- compliance with safe medical device act as well as any osha standards
- BCOM has strict standards in regards to maintenance/renovations and permit processes

24. If you have any other concerns or comments about this functional area, please include them here.

- capital needs and planning are not adequately addressed or funded on a routine basis to ensure continuity of operations at most efficient costs
- planning processes are lengthy and cumbersome
- attempts at PPEA's are uncertain due to inability to know all long term needs of the agency in terms of space and environment

Respondent 7 Submit date: May 16, 2005 E-mail address: thomasdaley@schev.edu

1. What kinds of facilities does your Agency manage?

- ☐ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

We are in a State Owned Building managed by the Department of General Services, DGS. If we need additional space I contact them. Our space needs are based on the number of FTE's, P-14's and Contract positions.

3. How does your Agency procure space?**4. Does your Agency have visibility into space that might be available from other agencies?**

DGS

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

N/A

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

N/A

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....

Comments

Our maintenance is provided by DGS. Therefore the question would not be apply

14. How many work order requests does your Agency manage on an annual basis?# of work orders
.....Comments
.....**15. What is your Agency's process for managing work orders or maintenance requests?****16. On average, how many days is required to fulfill a maintenance request?**

.....

17. What is the average administrative/overhead cost of a maintenance or service request?Average Cost (\$)
.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

These are also provided by DGS.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?**21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?**

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?**23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.****24. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 8 Submit date: May 16, 2005 E-mail address: don.blankenship@vdacs.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Animal Health Laboratories, Farmers' Market Distribution Facilities, Warehousing

2. How does your Agency forecast demand for facility space?

Responsibility for determining and documenting space needs are based on the requirements of the program for which space is to be sought. Prior to solicitation for leased or capital improvement we first determine whether opportunity exists or space available in existing facilities owned or leased by the Commonwealth.

3. How does your Agency procure space?

Acquisition by Lease under the guidelines outlined from the Division of Real Estate (DGS). Capital Improvements (Construction): Our Agency develops a six (6) year plan for Capital Projects. VDACS submits our Capital Budget Requests (CBR) with priority indicated in late spring. Capital budget is reviewed by Dept of Planning and Budget for possible inclusion in the Governor's budget. New capital projects originate from the agency capital budget request submitted each biennium or legislative initiative during annual sessions of the Virginia General Assembly.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes! Under the direction and guidance from the Division of Real Estate Services (DGS)

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

Federal Government that supports Agency and State programs (Approximately 10%). Contracted Farmer's Market Distribution Operators (100% of Wholesale Farmers' Markets)

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Internal Facilities Operation/Management Plan has been developed to provide guidance on the development, maintenance and operation of facilities owned and proposed by the Department of Agriculture and Consumer Services. System in place to track building systems/controls, building shell, utilities, roof systems, incinerators, parking space life cycle and maintenance history.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Adherence to the Guidelines set by governing authorities to include but not limited to: OSHA, Chesapeake Bay Watershed Development Policies and Guidelines, Department of Conservation and Recreation/ Division of Erosion and Sediment Control/ Division of Stormwater Management and the Department of Environmental Quality. Submission of an Environmental Impact Report is required for any project or real property acquisition which cost \$100,000.00 or more.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

Telecommunication Systems to include:

Pots Lines

ISDN

VO/IP

PBX

Data

Feature changes/Programming

Special communication devices

Trouble Reporting

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Facilities staff consists of the facilities Director, Trades Manager, and six part-time wage maintenance workers located at the regional laboratory and office/warehouse facilities. Private sector vendors, contractors (external organizations) are utilized only when projects exceed VDACS staff expertise or workload.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 37,500

Security (\$)

\$ 10,000

Maintenance (\$)

\$ 180,000

Repair/Renovation (\$)

\$ 0

Other (\$)

\$ 108,900

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.6
Band - 4	
Band - 5	.8
Band - 6	.8
Band - 7	.2
Band - 8	
Band - 9	
Contracted Labor	.8

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

20 %

Planned (Preventive/Improvement)

80 %

Comments

High priority preventative maintenance program.

14. How many work order requests does your Agency manage on an annual basis?

of work orders

200.00

Comments

This would include preventative maintenance, construction, repairs and telecommunication request

15. What is your Agency's process for managing work orders or maintenance requests?

The work order process includes procedures for planning work orders; scheduling, assigning and completing them; and measuring results.

Planning- Written request for routine request, verbal accepted for emergency request. There are many ways to perform repairs, from a simple fix to a major overhaul. Method decided safety needs, permits (if required), tools, and equipment are planned.

Scheduling, Assigning and Completing Work Orders-
Schedule job according to priority, assign to VDACS Trades Technician or private vendor according to skill required.

Measuring Results- Accomplished by means of various control reports used to track performance, coverage delays, and cost per standard hour used.

16. On average, how many days is required to fulfill a maintenance request?

1-2 days: Depends on the complexity and scope of work

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 442,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

VDACS Central Stores, Virginia Distribution Center, DGS State Contracts, E-Va Vendors and competitive bid process. Facility Section uses a centralized material availability approach to help reduce material cost.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Training- Provide basic training to maintenance staff to develop their skill level, safety and job knowledge. Provide detail specifications and quality control inspections for acceptable quality output. Maintenance control reports provide management with the information needed to evaluate the effectiveness and quality of service. Tenants (end users) are encouraged to participate in the evaluation process for both VDACS maintenance staff and private sector vendors.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 238,000

22. How does your Agency monitor energy consumption and conservation?

All facilities have implemented ongoing operations and maintenance (O&M) procedures to maximize energy efficiency. Energy Star guidelines utilized when upgrading energy using systems to improve building energy efficiency. All new construction and major renovation projects meet or exceed the energy efficiency standards of ASHRAE 90.1, in accordance with the Capital Outlay and Procedures Manual. To implement programs and procedures that ensure the efficient use of energy in Special Requirement Requirement operations. Utilize State Cooperative Procurement utility and fuel contracts. Monitor and review energy provider accounts to determine if the "Present Rate Schedule" is the most economical.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

The regional animal health laboratory system in Virginia consists of 5 laboratories. Each of these facilities is responsible for diagnostic and regulatory testing that supports the agricultural and veterinary communities across the Commonwealth. The testing also serves to provide an early warning system for the introduction of foreign animal and zoonotic (affecting both human and animals) diseases into Virginia and the United States, whether by natural introduction, inadvertent introduction, or a deliberate act of bioterrorism. For example, the first case of Foot and Mouth Disease or Anthrax in a Virginia animal would likely be diagnosed in one of our regional laboratories. The security level is high in these facilities. Also, they have specialized equipment, i.e. incinerators to destroy animal remains and large hoists in the necropsy rooms.

24. If you have any other concerns or comments about this functional area, please include them here.

Currently the Facilities Section is responsible for development and management of the agency capital and facility/operation budgets, capital outlay planning and project management, management of agency construction and repair projects, maintenance and operation of VDACS facilities statewide, management of the agency lease function and planning and management of the Department's telecommunication systems. Agency owned space is now in excess of 260,000 sq. ft.

Respondent 9 Submit date: May 16, 2005 E-mail address: jim.bowen@dof.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Nursery centers, State Forests, Shops

2. How does your Agency forecast demand for facility space?

Strategic Plan drives need. Six year capital outlay planning is used for projecting needs.

3. How does your Agency procure space?

Agency staff in past have solicited office space when needed in the commercial market, using competitive bidding. Agency also colocates with county government. Many local governments provide free space. Agency owns majority of its offices.

4. Does your Agency have visibility into space that might be available from other agencies?

NONE available at this time.
 Central Office in Charlottesville already shares its space with DMME, DSP, ABC, DEQ, DGIF, & VDACS.
 Portsmouth office is shared with DGIF.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

Central Office in Charlottesville and Portsmouth Office. Approximately 50 % of these offices shared with other state agencies.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS and DOF Information Management System.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

B&G Superintendent makes inspections of DOF buildings. Each facility also assigns one person responsible for facilities and requires reporting to B&G Superintendent.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

NONE

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 70,000

Security (\$)

\$ 0

Maintenance (\$)

\$ 80,000

Repair/Renovation (\$)

\$ 82,000

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	6.2
Band - 4	
Band - 5	1.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

20 %

Planned (Preventive/Improvement)

80 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

50.00

Comments

No formal work order system. Regions contact B&G for repairs.

15. What is your Agency's process for managing work orders or maintenance requests?

B&G Superintendent manages all repairs. Employees located in regions and other units handle small repairs.

16. On average, how many days is required to fulfill a maintenance request?

.5

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 90

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 100,000

Capital Improvements requested but deferred to a future year (\$)

\$ 1,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

EVA Vendors, mandatory sources, and state contracts.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Surveys, performance evaluations, contract administration, and regular communications.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 240,000

22. How does your Agency monitor energy consumption and conservation?

DOF reports all energy costs via DMME Energy Website.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

NONE we are aware of to date.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 10 Submit date: May 16, 2005 E-mail address: jgargas.dma@state.va.us

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

armories

2. How does your Agency forecast demand for facility space?

Square footage is controlled by authorization by the National Guard Bureau based on standards and usage requirements. The Commonwealth has never come close to the total square footage authorized.

3. How does your Agency procure space?

Capital Building projects, lease, donation, Brack properties, surplus space from other government agencies.

4. Does your Agency have visibility into space that might be available from other agencies?

NO

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

less than 10%

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Fixed Asset system and manual spread sheets.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Our Facilities section has about 20 people that all they do is go around and find problems and then find solutions to correct the problems, especially in the environmental area. Also, NGB has reporting systems and standards that when not met require special reports.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

HVAC preventative maintenance and building cleaning. Not enough cheap labor employees to do the work and contracting provides the option on only using that part of the service we need and can afford.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 550,000

Security (\$)

\$ 1,245,000

Maintenance (\$)

\$ 3,450,000

Repair/Renovation (\$)

\$ 2,265,800

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.0
Band - 4	12.0
Band - 5	4.0
Band - 6	1.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

95 %

Planned (Preventive/Improvement)

5 %

Comments

This part of the budget has been reduced the most and we have not recovered from the cuts in the early 90's

14. How many work order requests does your Agency manage on an annual basis?

of work orders

800.00

Comments

5 per armory per year

15. What is your Agency's process for managing work orders or maintenance requests?

the most serious are acted upon first, others are processed as received.

16. On average, how many days is required to fulfill a maintenance request?

Depends on seriousness, from 4 hrs. to 5 weeks

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 95

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 7,458,900

Capital Improvements requested but deferred to a future year (\$)

\$ 12,500,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Cleaning supplies from central stores, repair parts from local economy, and other large items on a per bid soliciation.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

How many times the commander complains and how many time other users complain,

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 1,224,577

22. How does your Agency monitor energy consumption and conservation?

Currently soliciting proposals to address energy concerns. Monthly reports are prepared and sent to NGB.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Yes the NGB regulations have some very specific requirements for building construction and management

24. If you have any other concerns or comments about this functional area, please include them here.

DMA is far behind in maintaining Armories. We are widely know as slum lords, which makes recruiting and retaining quality persons much more difficult.

Respondent 11 Submit date: May 16, 2005 E-mail address: pullenws@djj.state.va.us

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☒ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Residential Halfway Houses

2. How does your Agency forecast demand for facility space?

The agency conducts an annual review of needs to include a forecast of the juvenile population. Administrative assessment of this review determines future demand for facility space.

3. How does your Agency procure space?

The agency submits Budget and/or Capital Outlay request for space. This space is procured or constructed by the agency upon receipt of appropriated funding.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes. As appropriate the agency reviews surplus property and/or non-occupied property of like agencies(i.e. Corrections, Mental Health)to determine if is usable.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

20% Used by DCE,VITA,Chaplaincy Services

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Assets are tracked by Facility Administrators thru monitoring,inventory control and FAACS. Additional Administrative oversight is provided by units from the Administration and Finance Division (i.e.Capital Outlay,Accounting,Materials Management).

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Facility Administrators and personnel monitor and manage environmental and other risk. Additional Administrative oversight is provided by DJJ Divisions (i.e.Office of Deputy Director Institution,Capital Outlay,Certification). Accidents/Incidents are tracked and reported thru the Administrative chain of command in accordance with written procedure.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Testing, preventive maintenance and servicing of facility emergency generators, fire systems, and touch screen security control systems are examples of work provided by a vendor. A lack of resources and personnel with specialized skills in these areas make this the most cost effective approach to address this need.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 0

Security (\$)

\$ 38,637,498

Maintenance (\$)

\$ 6,018,873

Repair/Renovation (\$)

\$ 0

Other (\$)

\$ 0

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	5.7
Band - 3	48.0
Band - 4	13.0
Band - 5	5.0
Band - 6	1.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

78 %

Planned (Preventive/Improvement)

22 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

28,300.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

Facility staff complete Work orders (WO) and submit or fax it to the Facility Maintenance Unit (FMU). Note: Emergency WO are submitted verbally. The FMU reviews, prioritizes the WO and assigns it to a maintenance staff member (MSM). Upon completion the MSM documents the action taken on the WO which is then reviewed and filed.

In facilities where an automated WO system exists various management reports are distributed and reviewed periodically.

16. On average, how many days is required to fulfill a maintenance request?

1.8 days

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 24,000,000

Capital Improvements requested but deferred to a future year (\$)

\$ 45,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Supplies, parts and materials are procured in accordance with the the commonwealth and EVA requirements.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Facility Administrators are responsible for supervising and managing facility operations to include "quality of services".

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 1,611,000

22. How does your Agency monitor energy consumption and conservation?

Facility Administrators along with their Business Managers monitor expenditures to include "energy consumption". Additionally the Administration and Finance Division Budget Unit conducts quarterly expenditures analysis which are reviewed and monitored by Department Executive staff.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Reengineering of the business process may be considered as long as we meet state or federal laws related to incarcerated juveniles; life, health and safety standards; and water/waste water regulations.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 12 Submit date: May 17, 2005 E-mail address: jcvandd@abc.state.va.us

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

300+ retail stores

2. How does your Agency forecast demand for facility space?

Office space is generally static. Warehouse facility space is based on forecasts of product movement. Retail space needs based on demographic research and financial analysis.

3. How does your Agency procure space?

Standard DGS approved process utilizing RFP's

4. Does your Agency have visibility into space that might be available from other agencies?

No, typically DGS identifies co-location opportunities (very rare for us).

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

in-house system

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

No real hazzards for line of business. Do not track.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

None managed by external entity.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 100,000

Security (\$)

\$ 428,000

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	14.0
Band - 4	9.0
Band - 5	
Band - 6	1.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

25 %

Planned (Preventive/Improvement)

75 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.....

Comments

System to track orders current being implemented.

15. What is your Agency's process for managing work orders or maintenance requests?

Ad hoc, email based process

16. On average, how many days is required to fulfill a maintenance request?

Highly variable depending on issue

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

State procurement process. Frequently used supplies and parts are kept in-stock as part of on-site supply warehouse.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Internal email.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 1,750,000

22. How does your Agency monitor energy consumption and conservation?

Not monitored

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

24. If you have any other concerns or comments about this functional area, please include them here.

A significant portion of maintenance and renovation funds are included in several cost centers. Given the short time for survey response, these could not be broken down.

Respondent 13 Submit date: May 17, 2005 E-mail address: roger.bowling@doav.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

aviation aircraft hangar/ fire foam supression system

2. How does your Agency forecast demand for facility space?

na

3. How does your Agency procure space?

na

4. Does your Agency have visibility into space that might be available from other agencies?

no

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☒ Yes
- ☐ No

Comments

1 %

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Maintain M.S.D.S. data sheets for hazardous chemicals
 Sumped fuel removed by vendor
 Contact Dept. of Environmental Quality and Capital Region Airport Commission

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

na

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

HVAC, Fire suppression testing, and security alarm system managed externally due to lack of internal expertise

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 10,000

Security (\$)

\$ 500

Maintenance (\$)

\$ 5,000

Repair/Renovation (\$)

Other (\$)

\$ 3,000

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.1
Band - 5	
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.0

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

75 %

Planned (Preventive/Improvement)

25 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

25.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

manual

16. On average, how many days is required to fulfill a maintenance request?

1 to 2 days

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 150

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 75,000

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

EVA/ State Contract/VDC/ AMEX

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

na

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 28,500

22. How does your Agency monitor energy consumption and conservation?Energy Management System/ Maintained by Virginia Department of Mines,
Minerals and Energy**23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**Yes Aircraft Hangar in secured area of Air Carrier Airport/ Regulated by Federal
Aviation Administration**24. If you have any other concerns or comments about this functional area, please include them here.**

na

Respondent 14 Submit date: May 17, 2005 E-mail address: stephen.walz@dmme.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Service Garage facility

2. How does your Agency forecast demand for facility space?

By FTE and program requirements

3. How does your Agency procure space?

Competitive lease advertisements for non state owned space

4. Does your Agency have visibility into space that might be available from other agencies?

Yes, through the DGS, Division of Real Property Management

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

We provide some space for the Office of Attorney General staff serving DMME in our Big Stone Gap facility.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We use an electronic fixed asset management system in to DMME's ERP

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

DMME staff complete quarterly safety inspections. Safety problems are reported to DMME's Office of General Services for repair or other needed fixes.

DMME has a gasoline tracking system at its garage facility, including daily flow checks, external review of flow check data, and annual tank testing. Any leaks would be reported to the Department of Environmental Quality as required.

DMME also addresses hazardous materials management in its Safety and Health Plan.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 56,000

Security (\$)

\$ 1,000

Maintenance (\$)

\$ 17,000

Repair/Renovation (\$)

\$ 11,500

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

30 %

Planned (Preventive/Improvement)

70 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

20.00

Comments

Most work is identified through internal inspections and is not generated by work orders.

15. What is your Agency's process for managing work orders or maintenance requests?

Maintenance requests are submitted via e-mail and prioritized by the facility maintenance staff.

16. On average, how many days is required to fulfill a maintenance request?

1

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 205,000

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Our cleaning vendor provides the cleaning supplies as per the contract.
Repair parts and MRO-related materials are procured through our procurement system

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Quarterly customer satisfaction surveys of Office of General Services support -
Target 90% or greater satisfaction.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 57,000

22. How does your Agency monitor energy consumption and conservation?

Agency staff monitor monthly billing for utilities and periodic coal purchases. We report utility consumption using the DMME Division of Energy's energy use reporting tool. We also have modeled our facility using the federal Energy Star Building tool and used internal energy efficiency program staff to identify new energy conservation opportunities. All cost-effective opportunities are implemented.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

24. If you have any other concerns or comments about this functional area, please include them here.

None, the system works well for our needs

Respondent 15 Submit date: May 18, 2005 E-mail address: jennifer.cavedo@dhr.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Archeological lab, conservation and curation space

2. How does your Agency forecast demand for facility space?

strategic planning and biennial budgeting.

3. How does your Agency procure space?

competitive negotiation for regional office space

4. Does your Agency have visibility into space that might be available from other agencies?

no

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Commonwealth's fixed asset system FAACS or LAS for leases

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Agency has established safety policy which is in place at headquarters and under development for other facilities.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....Comments
.....**14. How many work order requests does your Agency manage on an annual basis?**# of work orders
.....Comments
.....**15. What is your Agency's process for managing work orders or maintenance requests?**
.....**16. On average, how many days is required to fulfill a maintenance request?**
.....**17. What is the average administrative/overhead cost of a maintenance or service request?**Average Cost (\$)
.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Procured through normal procurement channels.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

n/a

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?

n/a

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**24. If you have any other concerns or comments about this functional area, please include them here.**

Respondent 16 Submit date: May 18, 2005 E-mail address: vethomson@deq.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

It is based on the # of employees in a certain location, we occupy leased space which is obtained through the state guidelines issued and maintained by the Department of General Services Real Estate Division

3. How does your Agency procure space?

By following the guidelines issued and then approved by the Dept. of General Services Real Estate Division for leased space.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes, by requesting this information with is managed by the Dept of General Services Real Estate Division

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

3.2 % which is occupied by Sedgwick and Vita contractors working for DEQ. We also provide space to VDEM staff in DC area

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Though the Commonwealth of Virginia's Leased accounting system and through DEQ's Oracle Financial Systems fixed asset system

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

All accidents are reported to our Human Resources Department.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

We occupy all leased space and the above are managed by either the landlord or a property management firm assigned to the facility. The above mentioned operations are included in our rent for each facility.

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

\$ 8,400

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	8.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

100 %

Planned (Preventive/Improvement)

.....

Comments

All maintenance is maintained by landlord

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.....

Comments

DEQ calls the landlords for repairs-no work orders are required

15. What is your Agency's process for managing work orders or maintenance requests?

The maintenance requests are sent to the landlord by either telephone, e-mail or the landlords web-based system

16. On average, how many days is required to fulfill a maintenance request?

routine maintenance requests are usually handled in one business day at each facility.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

We don't. Maintenance and janitorial are included in all of our leases

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

N/a

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 37,000

22. How does your Agency monitor energy consumption and conservation?

By tracking the usage from the utility bills. We also have an agency energy plan and environmental management system.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Yes, the signed lease between the Agency and the landlord

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 17 Submit date: May 18, 2005 E-mail address: joe.damico@dgs.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☒ Historic (Monuments, etc)
- ☒ Research

Other

Library Archives and Laboratory facilities

2. How does your Agency forecast demand for facility space?

Space needs and facility demands are forecast through a 10 year master plan development process that includes, in part, surveys to state agencies in the metro-Richmond area that establish the basis of agency 5 and 10 year space need projections.

3. How does your Agency procure space?

DGS operated facilities are owned by the Commonwealth. Facilities are purchased and occasionally leased as best determined to suit the needs of the occupying agency. Property purchases and leases are handled by the agency's Division of Real Estate Services.

4. Does your Agency have visibility into space that might be available from other agencies?

At the Capitol Square Complex, the agency monitors and manages the space assignments for the facilities under its control. The Division of Real Estate Services oversees the space for leases supporting statewide agencies.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?☒ Yes☐ No**Comments**

Approximately 70 state agencies are served through space provided by the agency in the Capitol Square Complex and select metro-Richmond properties assigned to DGS.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

The Dept. of Treasury maintains a property tracking system titled VAPS. PLATS is a property record system managed by DGS. Space assignment at the Capitol Square Complex is managed using a records management process of leases, space assignment plans, and data files.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Programs are maintained by the agency supporting recycling, hazardous material handling and disposal, environmental protection, and safety in the workplace that meet applicable regulatory policies and procedures.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

Other: Construction, architectural and engineering, project management, testing and specialty consulting services.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Select construction projects are being managed and/or delivered by contract services as a business choice supporting time and cost saving initiatives established under this administration.

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	37.0
Band - 2	5.0
Band - 3	93.0
Band - 4	22.0
Band - 5	19.0
Band - 6	1.0
Band - 7	2.0
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

50 %

Planned (Preventive/Improvement)

50 %

Comments

Documented annually.

14. How many work order requests does your Agency manage on an annual basis?

of work orders

28,000.00

Comments

Includes service calls, routine, and preventive maintenance.

15. What is your Agency's process for managing work orders or maintenance requests?

Work order processing for the Capitol Complex is automated. Approximately 50% of customer service calls are handled through a web based order deliver program called First Service. A CMMS program provides the automation platform for all other work orders. Time and materials are accounted for by work order in the CMMS program.

16. On average, how many days is required to fulfill a maintenance request?

On the average 30,000 orders are handled in 12 months. The time periods for fulfilling orders depend on the scope of work, time for material orders to support the work, and assignment of labor resources both in-house and contract to execute the order.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 2,000,000

Capital Improvements requested but deferred to a future year (\$)

\$ 12,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Use of the eVa procurement web-based system following the Virginia Public Procurement Act and agency procurement policies and procedures.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Maintenance teams monitor their assigned buildings, track work order completion and interact with the customer on a daily basis for feedback. The First Service order system allows for customer feedback.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 5,300,000

22. How does your Agency monitor energy consumption and conservation?

The agency embraces an Energy and Water Conservation Policy last updated Dec. 17, 2002. Energy conservation projects are part of the capital improvement funding process. Metering and utility consumption auditing are systems used to monitor utilities useage.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not to our knowledge.

24. If you have any other concerns or comments about this functional area, please include them here.

None at this time.

Respondent 18 Submit date: May 18, 2005 E-mail address: michael.leininger@vadoc.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☒ Hospital
- ☒ Educational
- ☒ Warehousing
- ☒ Manufacturing
- ☒ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

There is an annual forecast that is performed by a consensus forecasting committee comprised of the Department of Corrections, the Department of Planning and Budget, and numerous other agencies. The Secretary of Public Safety issues the forecast of State Responsible inmates each year. Once the forecast is completed the Department prepares a Master Plan that identifies the need for bed space within DOC based on the Forecast. This Master Plan is reviewed and developed with DPB, Senate Finance and House Appropriations staff and is utilized by DOC to prepare our Capital Budget submission.

3. How does your Agency procure space?

On the Institutional side of DOC, generally bedspace projects are requested through the capital budget process and approved by the General Assembly. The projects are funded and then constructed. On the Community side, most of the Probation and Parole offices occupy leased space. Most Detention and Diversion Centers are in Department owned buildings. Leases are procured using policies and procedures issued by the Department of General Services, Real Estate Services.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes, This is coordinated through the Department of General Services.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

Space is provided to the Department of Correctional Education. On newer facilities and larger Parole and Probation offices this area ranges between 8% and 12% of area that is dedicated to DCE.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We utilize the statewide FAACS system. We also utilize a Computerized Maintenance Management System throughout all DOC facilities that helps us track major assets. On the older facilities we have started a systematic facility condition assessment that identifies all of the major building systems. This is a computerized system that allows us to update the information when an update is needed. The company that was hired to provide this service for DOC is VFA. We do not intentionally track building space such as lab space, hazmat storage, special purpose rooms. In some cases, however, we could determine the type of space through the building name listed in FAACS, i.e., there would be a Hazmat Building listed which would obviously be hazmat storage space. Many of our buildings have multiple uses and we would have to measure areas from floor plans to determine the amount of space for each function.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

The Department has set up a new subsection in our Environmental Services Unit. The new unit is a Pollution Prevention Unit. A statewide environmental assessment was performed by a group of consultants and the data was logged into a database. A fund was set aside from the Department's operating budget to allow the necessary corrective action to begin. This work is underway. A new Capital Project was requested and has been approved and funds appropriated by the 2005 General Assembly to allow this work to continue. There are regional pollution prevention managers and each institution has an institutional safety officer that tracks these types of issues and reports accidents and incidents.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.**10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?**

none

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 5,250,000

Security (\$)

\$ 133,000

Maintenance (\$)

\$ 12,000,000

Repair/Renovation (\$)

\$ 0

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	1.0
Band - 2	
Band - 3	51.0
Band - 4	183.0
Band - 5	27.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

70 %

Planned (Preventive/Improvement)

30 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

101,140.00

Comments

This is 101,140 work orders for calendar year 2004

15. What is your Agency's process for managing work orders or maintenance requests?

Work Orders are submitted via a web based work order submittal system by any requester. The work request then can be managed via our CMMS providing feedback and work order status to the requester.

16. On average, how many days is required to fulfill a maintenance request?

Approximately 80% of all work orders are assigned within 24 hours, Corrective Maintenance work orders are assigned daily. Emergency work request are addressed and responded to as soon as possible and periodically generating after-the-fact work orders.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 21,325,000

Capital Improvements requested but deferred to a future year (\$)

\$ 135,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Procured through eVA from VDC

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

This is monitored through communication with the facility Unit Head.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 17,600,000

22. How does your Agency monitor energy consumption and conservation?

We file monthly reports with the Dept of Mines, Minerals and Energy to monitor the overall consumption. The Department has implemented a series of Performance Contracts to begin a systematic process of energy conservation statewide. We are, as equipment is replaced, utilized more energy efficient equipment for the new equipment.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 19 Submit date: May 18, 2005 E-mail address: bill.price@dcr.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☒ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☒ Historic (Monuments, etc)
- ☐ Research

Other

All of the Virginia State Parks (34) are under this agency. Not all are the same, but they have offices, storage facilities, educational centers, historic structures, conference centers, restaurants, gift shops, rental cabins, marinas, etc.

2. How does your Agency forecast demand for facility space?

Administrative space (e.g. offices) is based on personnel staffing levels. Operational and recreational space at our parks is based on a state park master plan. Once the facilities are built, demand is monitored based on peak seasonal demand for the park facilities. Demand is forecasted based on historical data captured through our central reservations center and through records kept at individual parks for rentals not made through the central reservations center. Based on enabling legislation in the Code of Virginia, 10.1-200, 10.1-200.1 and 10.1-201, the Director is authorized to acquire by gift or purchase or by the exercise of the power of eminent domain, areas, properties, lands or any estate or interest therein, of scenic beauty, recreational utility, historical interest, biological significance or any other unusual features which in his judgment should be acquired, preserved and maintained for the use, observation, education, health and pleasure of the people of Virginia. This mandate transcends the traditional concept of demand for space.

3. How does your Agency procure space?

For office leases we now go through the Dept of General Services, Division of Real Estate Services. This is a requirement under Executive Order 75. For additional facilities/structures on our state parks, we contract to have them built through the normal bid process. State Parks also acquire real property and facilities by gift, purchase or lease related to the legislative mandate referred to in 2 above.

4. Does your Agency have visibility into space that might be available from other agencies?

No. This is a process that is supposed to be managed by DGS, Division of Real Estate Services under the guidance of Executive Order 75.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Through the Commonwealth's Fixed Asset Accounting and Control System (FAACS). We also have a local database for tracking land assets.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

If a hazard/risk is identified it is reported in accordance with procedures established by the Dept of Environmental Quality.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.**10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?****11. How much is your Agency's budget for:**

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

.....

Planned (Preventive/Improvement)

.....

Comments

Statistics not available

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.....

Comments

We do not utilize a work order system or maintain statistics on the number of maintenance requests

15. What is your Agency's process for managing work orders or maintenance requests?

Each of our field locations design their own system for managing repair and maintenance requests. Problems are identified through customer complaints, staff discovery of problems, or periodic inspection of facilities. When a problem is identified, relevant staff determine if park staff can handle the repair and what supplies/parts will be needed. Or a vendor may be contacted to make repairs our staff cannot handle. If the repair involves public safety or a facility that cannot be rented or used by the public until the problem is corrected, that repair will have priority over other projects.

16. On average, how many days is required to fulfill a maintenance request?

Varies significantly based on the magnitude of the problem. Statistics are not available to provide an average.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 197,710,000

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

DCR buys from DGS and state contracts where this is mandatory for the item to be procured. DCR operates a master requisition list that includes these mandatory items as well as supplies and parts that are used in bulk and can be procured at a significant discount in bulk. Field locations order items from this master requisition list. All other parts and supplies are procured locally by field staff.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

For those facilities rented to the general public as part of our recreation mission, we encourage customers to notify us immediately of any problem that needs to be rectified. Customers also are provided a survey card to send in and report problems that staff do not handle to their satisfaction.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 881,838

22. How does your Agency monitor energy consumption and conservation?

Energy "consumption" is not monitored, however, energy "costs" are monitored at the local level. The agency also enters data into the Dept of Mines, Minerals, & Energy "EnergyTracker" system.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None known.

24. If you have any other concerns or comments about this functional area, please include them here.

Question #18: As reported in the APA Review of Deferred Maintenance, issued Dec 2004, DCR has \$197,710,000.00 of estimated total deferred maintenance costs.

Question #21: This is not a budgeted amount but actual expenditure amount for FY04 for all utilities; Electricity - \$787,202; Fuel Oil - \$23,464; Natural Gas - \$71,172

Respondent 20 Submit date: May 19, 2005 E-mail address: james.sacher@vadoc.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☒ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

We review current usage, anticipated demand and growth for
staff/equipment/inventory/employee parking

3. How does your Agency procure space?

We are required to go through DGS.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS and VAPS

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Follow EPA/OSHA regulations. The agency has safety plans and procedures for state/federal regs. The Department has established an Environmental Unit responsible for ensuring Agency compliance with EPA guidelines for environmental protection and pollution prevention.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

The Dept of Corrections (parent agency) provides security of shops located in prisons. They also coordinate all A&E work.

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	2.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

30 %

Planned (Preventive/Improvement)

70 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.....

Comments

not readily available

15. What is your Agency's process for managing work orders or maintenance requests?

Requisitions are entered in our internal system, approved by supervisors and contracts are created as needed.

16. On average, how many days is required to fulfill a maintenance request?

not known

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

typically these would fall under the SPCC program. Purchase reqs process would cover others.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Vendor complaint forms

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?

n/a Most facilities are located in prisons and are not metered. See Department of Corrections response.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

n/a OSHA/EPA must be considered.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 21 Submit date: May 19, 2005 E-mail address: james.keck@vdem.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

2. How does your Agency forecast demand for facility space?

We do not forecast demand. Instead, as the need arises, we seek additional space.

3. How does your Agency procure space?

Through the DGS facility leasing process.

4. Does your Agency have visibility into space that might be available from other agencies?

No.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☒ Yes
- ☐ No

Comments

20%

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

VAPS (Virginia Agency Property System) - Dept of Treasury system; FAACS (Fixed Asset Accounting System) - Dept of Accounts; Lease Accounting System - Dept of Accounts

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

We do not monitor/manage environmental/other risks at our facilities.
We do not have a process for tracking/reporting accidents/incidents.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Lawn care and janitorial services are managed by the lessee. The lessee also manages certain facility maintenance and repair/renovation areas.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 5,500

Security (\$)

\$ 0

Maintenance (\$)

\$ 0

Repair/Renovation (\$)

\$ 0

Other (\$)

\$ 0

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.4
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

95 %

Planned (Preventive/Improvement)

5 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.00

Comments

Requests are not formalized through a work order process

15. What is your Agency's process for managing work orders or maintenance requests?

Requests are called in or e-mailed, and staff takes appropriate action.

16. On average, how many days is required to fulfill a maintenance request?

1/2 day

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Cleaning supplies are provided by the cleaning contractor.
 Repair parts covered by the lessee are provided by the lessee. Repair parts not covered by the lessee are procured by agency staff.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

We do not monitor the quality of services.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 0

22. How does your Agency monitor energy consumption and conservation?

We do not monitor.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

We are not aware of anything that would restrict the reengineering of this business process.

24. If you have any other concerns or comments about this functional area, please include them here.

Questions 16 & 17) The answer to these questions is "unknown". We do not track that information.

Question 20) We do not budget at the detail level that is needed to answer this question.

Respondent 22 Submit date: May 19, 2005 E-mail address: steven.combs@dvs.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☐ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

2 Cemeteries and Veterans Care Center Nursing Facility

2. How does your Agency forecast demand for facility space?

Based on Capital Project Planning and Approval

3. How does your Agency procure space?

Through the Department of General Services and Bureau of Real Property
Management

4. Does your Agency have visibility into space that might be available from other agencies?

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☐ Yes

☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

State Fixed Asset and Accounting Central System

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Incident reports are filled out by the appropriate person and/or persons. A copy is given to the Administrator and Department Manager of the facility. Patient incident reports are reviewed by the Medical Director and Safety Committee at the facility and Employee Injuries are reviewed by the Safety Committee.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

N/A

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

None

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 736,112

Security (\$)

\$ 33,278

Maintenance (\$)

\$ 272,930

Repair/Renovation (\$)

\$ 769,040

Other (\$)

\$ 0

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	30.0
Band - 2	1.0
Band - 3	3.0
Band - 4	2.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.4

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

70 %

Planned (Preventive/Improvement)

30 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

2,000.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

Request is filled out. Copy stays with requestor, copy to the Administrator, and a copy to Maintenance.

16. On average, how many days is required to fulfill a maintenance request?

1

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Department of General Services, American Express Purchases

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

N/A

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 227,580

22. How does your Agency monitor energy consumption and conservation?

Monitor Utility Bill Monthly

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

24. If you have any other concerns or comments about this functional area, please include them here.

N/A

Respondent 23 Submit date: May 19, 2005 E-mail address: bob.benton@tax.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

2. How does your Agency forecast demand for facility space?

Executive Management Decision

3. How does your Agency procure space?

Mandated DGS Requirements

4. Does your Agency have visibility into space that might be available from other agencies?

N/A

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☒ Yes
- ☐ No

Comments

10% VITA

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Fixed Assets Accounting System

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Annual air and water quality testing, as well as fire and safety systems at the required frequencies.

Accidents are reported to our Human Resource Office.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

None; we also have leased facilities that the landlord pays for all these in our rent payment. We monitor all these activities.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 32,203

Security (\$)

\$ 379,860

Maintenance (\$)

\$ 40,960

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	1.5
Band - 2	
Band - 3	.9
Band - 4	.7
Band - 5	.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

30 %

Planned (Preventive/Improvement)

70 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

400.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

E-mail with the more critical the requests first; otherwise first in, first out.

16. On average, how many days is required to fulfill a maintenance request?

Varies

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Mandatory Sources, State Contracts, Best Value Vendors through quotes.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Electronic Service request System (Leased Facility) and supervisor follow up.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 177,456

22. How does your Agency monitor energy consumption and conservation?

Comparing previous month/year and factor weather conditions. We monitor conservation through management plans and visual inspections.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Yes. Internal Revenue Service. Securing federal tax data to include limiting access to only authorized personnel (this also excludes most, DEpartment of Taxation employees with no need to know.

24. If you have any other concerns or comments about this functional area, please include them here.

In Question #17 the answer is unknown not \$0.00. The question will not permit such an answer. We have no system or data to calculate the cost per maintenance / service request. We are not servicing multiple agencies or locations just TAX. The cost of such a system does not seem a valid expenditure, rather it could be used more effectively in actually completing the request.

Respondent 24 Submit date: May 20, 2005 E-mail address: virgil.kopf@dgif.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☐ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Wildlife management areas, lakes, dams hatcheries

2. How does your Agency forecast demand for facility space?

Constituent surveys, state outdoor recreation survey, internal discussion.

3. How does your Agency procure space?

Standard state procurement process.

4. Does your Agency have visibility into space that might be available from other agencies?

In some cases but not as a general rule.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

Through asset management system.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Have risk management person that monitors issues and conducts sample inspections.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

Boundary management of properties, forestry management, boat ramp management.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Some facilities are managed by contract. Some boat ramps are managed by localities as part of agreement for the establishment of the facility.

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:Reactive (Break/fix)
.....Planned (Preventive/Improvement)
.....Comments
.....**14. How many work order requests does your Agency manage on an annual basis?**# of work orders
.....Comments
.....**15. What is your Agency's process for managing work orders or maintenance requests?**
.....**16. On average, how many days is required to fulfill a maintenance request?**
.....**17. What is the average administrative/overhead cost of a maintenance or service request?**Average Cost (\$)
.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

AMEX purchases

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Some inspections and occupant complaints.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?

Primarily through cost.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Many of the facilities and land have been purchased with federal grants which have specific requirements.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 25 Submit date: May 20, 2005 E-mail address: barbara.reese@vdot.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☒ Historic (Monuments, etc)
- ☒ Research

Other

Rest Areas/Welcome Centers/Salt Domes/Spreader Racks/Storm & Salt Water Ponds/Equipment Shops

2. How does your Agency forecast demand for facility space?

We use the current sq.footage allowable for each full time employee (FTE) of 210 SF and based upon our approved employee level plan for that required space. We also evaluate the type of work and equipment the employees will use in the planning of the space. We conduct master planning on a regular basis.

3. How does your Agency procure space?

There are several avenues to procure space. If we already own the land or if we purchase land we can build our own buildings, where we have existing buildings we can renovate or construct additions to these buildings, if lease space is available either public or private space we can lease. We follow all Department of General Services procedures and requirements.

4. Does your Agency have visibility into space that might be available from other agencies?

If we have a need for additional space we would contact the Dept. of General Services who would then make us aware of all available public space that is available and what public space will becoming available that they are aware of.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

Less than 1%, we allow the VA State Police to share office space in our smart traffic centers and allow them to have offices in some of our rest areas. We also have a daycare center located in one of our buildings. It is operated by the Medical College of Virginia. Other organizations use space on an ad hoc basis.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We maintain the Fixed Asset Accounting & Control System on a daily basis, the FAAC system contains land information, building and other infrastructure related to the site. The system does not track the usage of the space but is located on the plan sheets, major building systems are only shown on as build plans and are not independently tracked.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Safety Data Sheets are retained at each site, our internal safety officers review facilities and report deficiencies and monitor corrections. Our internal environmental sections statewide work closely with all facility locations to identify environmental issues. Statewide our Capital Outlay section works in conjunction with the Environmental section to identify potential and existing environmental risks for all facilities and develop corrective actions or future improvements. Accidents/Incidents are reported based upon the type, environmental is reported to our Environmental Section, physical injury is reported to our Safety & Health Division, facility is reported to the facility manager.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.**10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?**

The rest area program is managed by a professional property management company. 41 rest areas and 10 welcome centers are under this existing method, the property management firm provides janitorial/security services, grounds maintenance and waste water treatment plant operations

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 4,800,000

Security (\$)

\$ 8,000,000

Maintenance (\$)

\$ 6,288,024

Repair/Renovation (\$)

\$ 2,800,000

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	3.0
Band - 3	36.0
Band - 4	45.0
Band - 5	8.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

60 %

Planned (Preventive/Improvement)

40 %

Comments

due to age of majority of facilities components break faster than they can be programmed and planned for replacement

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.00

Comments

VDOT does not have a statewide maintenance tracking program

15. What is your Agency's process for managing work orders or maintenance requests?

The process is handled differently by each district office, the majority are handled by phone calls into the facility manager for repairs, some locations write up work requests by email

16. On average, how many days is required to fulfill a maintenance request?

depends on the severity of the request, safety to life and building the request will be fulfilled within 1 to 2 days but will be addressed immediately, others can be scheduled and completed up to 30 days.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 0

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

There are different methods, janitorial supplies can be included in the contract to be supplied by the vendor or we can purchase by following the procurement guidelines or for some incidental supplies we can purchase using AMEX, Same applies for repair parts and materials if we contract we can contract that the vendor either provides the materials required or we can procure by purchasing under the procurement guidelines or by AMEX

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Contracts for facility maintenance/repair/custodial are assigned contract administrators who are responsible for ensuring quality delivery of goods/services received.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 10,100,000

22. How does your Agency monitor energy consumption and conservation?

At this time we are only collecting energy data, no formal energy monitoring system is in use.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

none that we are aware of

24. If you have any other concerns or comments about this functional area, please include them here.

In regards to question 18 for deferred maintenance, please see the APA Interim report dated December 2004, Review of Deferred Maintenance in the Commonwealth

Respondent 26 Submit date: May 20, 2005 E-mail address: herman.davis@vsp.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☒ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Communication Tower Sites

2. How does your Agency forecast demand for facility space?

Facility space is either built or leased according to our current staffing levels or program requirements. Lease or built space is not usually obtained allowing for future growth.

3. How does your Agency procure space?

This agency uses the Department of General Services, Division of Real Estate Services to procure space, unless it is construction which is then handled through our normal capital outlay process.

4. Does your Agency have visibility into space that might be available from other agencies?

Yes, which we are normally made aware of through the Division of Real Estate Services (DGS)

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

5% (VA Dept. of Emergency Management)

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We use the Fixed Asset Accounting Control System. The assets are also tracked through the DGS inventory control system.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

We work with the Department of Environmental Quality to assure that our risks are as low as possible. We report any incidents to DEQ for correction and compliance. We manage other risks with SP forms, insurance reports and special safety committee assignments to lower the risk.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

Parking, Communication - towers, facilities, access roads

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

None

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 389,000

Security (\$)

.....

Maintenance (\$)

\$ 225,000

Repair/Renovation (\$)

\$ 467,500

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	4.0
Band - 2	3.0
Band - 3	3.0
Band - 4	
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	4.0

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

50 %

Planned (Preventive/Improvement)

50 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

500.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

Work orders and maintenance request or usually handled by either the Building & Grounds Supt. or the Capital Outlay Program Director. They are handled in accordance with a priority basis and available funds allotted for these purposes.

16. On average, how many days is required to fulfill a maintenance request?

3 to 5 days depending on urgency of request

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 150

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 695,000

Capital Improvements requested but deferred to a future year (\$)

\$ 16,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Where available, through existing state contracts; otherwise through normal procurement guidelines with private vendors

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

This agency's only tenants are its employees. Normally the employees will notify us in memo form if there is a problem with a facility. We also make routine inspections of all the facilities to make sure they are in good working order.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 904,300

22. How does your Agency monitor energy consumption and conservation?

All charges for energy consumption are reviewed by the Property and Finance Division prior to approval for payment. Charges are also reviewed to make sure significant increases in consumption are monitored and corrected if they occur.

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not aware of any.

24. If you have any other concerns or comments about this functional area, please include them here.

Respondent 27 Submit date: May 20, 2005 E-mail address: db.smit@dmv.virginia.gov

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☐ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Retail centers (73) Highway weigh stations (12)warehouse - lease (1)

2. How does your Agency forecast demand for facility space?

Demographic analysis, analyze transportation patterns, survey, state leadership concerns and desires.

3. How does your Agency procure space?

Competitive procurement. Bound by DGS guidelines

4. Does your Agency have visibility into space that might be available from other agencies?

Yes.

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

☒ Yes

☐ No

Comments

Depending on the location, could be up to 10 to 20% of the space.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS system. Agency facilities data base (oracle).

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Contract for internal air quality analysis. Asbestos/lead testing prior to construction/renovation. Test for UST's.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

11. How much is your Agency's budget for:

Housekeeping (\$)

.....

Security (\$)

.....

Maintenance (\$)

.....

Repair/Renovation (\$)

.....

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

35 %

Planned (Preventive/Improvement)

65 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

15,004,001,900.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

Submitted and tracked electronically; appropriate approvals required; work undertaken by in-house technicians or competitively procured contractors.

16. On average, how many days is required to fulfill a maintenance request?

one

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

.....

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

.....

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

In accordance with state procurement policy and surplus property policy issued by DGS.

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

HQ - by Building Superintendent. CSC and MCSC - Facility manager monitors performance in accordance with contract specifications, information is then provided to service contract administrator for contract compliance review.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

.....

22. How does your Agency monitor energy consumption and conservation?

Utility costs and usage data is collected and reported to DMME. Faser software program used for energy tracking. The building automation system monitors HQ energy consumption

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Certain processes in CSC's require approval of the Federal Department of Justice.

24. If you have any other concerns or comments about this functional area, please include them here.

DMV spends the bulk of its budget on personnel, technology and facilities. We operate and maintain over 85 facilities statewide. Facilities are essential to delivery of customer service. The the selection, operation and maintenance of DMV facilities are a DMV core function. We welcome any suggestions for improving our systems for managing facilities. However, decisions on facilities operation should be reserved for DMV.

Respondent 28 Submit date: May 23, 2005 E-mail address: ahyde@vdfp.state.va.us

1. What kinds of facilities does your Agency manage?

- ☐ Office
- ☐ Parking
- ☐ Hospital
- ☒ Educational
- ☒ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

.....

2. How does your Agency forecast demand for facility space?

Historical data and canvass of fire departments statewide.

3. How does your Agency procure space?

OSQ submittal through DGS

4. Does your Agency have visibility into space that might be available from other agencies?

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?

- ☐ Yes
- ☒ No

Comments

.....

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

FAACS

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

Currently we have no enviromental risks.

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

N/A

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

Leases are - full service - per DGS-BRPM, therefor landlords provide for housekeeping, etc.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 0

Security (\$)

\$ 0

Maintenance (\$)

\$ 0

Repair/Renovation (\$)

\$ 0

Other (\$)

\$ 0

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	.0
Band - 4	.0
Band - 5	.0
Band - 6	.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

90 %

Planned (Preventive/Improvement)

10 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

.00

Comments

.....

15. What is your Agency's process for managing work orders or maintenance requests?

FIFO

16. On average, how many days is required to fulfill a maintenance request?

2 - 5 business days

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 175

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

\$ 0

Capital Improvements requested but deferred to a future year (\$)

\$ 0

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Routine requisition and/or P.O. processing

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

NONE

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 0

22. How does your Agency monitor energy consumption and conservation?

N/A (DFP participates actively with landlords agents and other state agencies in their initiatives.)

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None Known

24. If you have any other concerns or comments about this functional area, please include them here.

Questions #11, #12, #14, #18 and #21 under "full-service leasing," DFP as "tenant" is not so responsible.

Respondent 29 Submit date: May 25, 2005 E-mail address: camato@vmfa.state.va.us

1. What kinds of facilities does your Agency manage?

- ☒ Office
- ☒ Parking
- ☐ Hospital
- ☒ Educational
- ☐ Warehousing
- ☐ Manufacturing
- ☐ Correctional
- ☐ Historic (Monuments, etc)
- ☐ Research

Other

Art museum, studio school, chapel, historic buildings.

2. How does your Agency forecast demand for facility space?

VMFA has a master site plan developed with the assistance of a consultant who specializes in museum space planning. In terms daily demand, the museum forecasts its space demands thru studies of its art collections and the requirements to display it for the public and store it for the future, and to accomodate public visitation rates that are influenced by the art on display and special shows that may be in residence at any particular time.

3. How does your Agency procure space?

In keeping with its master site plan, the museum procures space through capital construction funded by public and private sources and through spaces leased from the museum Foundation.

4. Does your Agency have visibility into space that might be available from other agencies?

No

5. Does your Agency provide space to other organizations? If so, what percentage of your total space is occupied by other organizations?☒ Yes☐ No**Comments**

By law, the Sons of Confederate Veterans may lease the Pelham Chapel for \$1 per year. We do not provide space to any other organizations on an ongoing basis. We do rent meeting rooms and other spaces for special events on a space available basis.

6. How does your Agency track various facility assets; land, buildings and other improvements, special purpose rooms (lab space, HAZMAT storage, etc.) major building systems?

We list our real property assets on the state's FAACS and VAPS systems plus a database of the internal subdivisions of each building. Major building systems are tracked through a maintenance management system.

7. How does your Agency monitor and manage environmental and other risks at each facility and what is the process for tracking and reporting accidents and incidents?

The Museum has several policies in place that address environmental and other risks. They are Museum policies #1-04/Occupational Safety and Health plan, #5-96/Emergency Procedures and #1-99/Emergency Disaster Plan. A formal written report is taken of the incident and disseminated to the various departments who have direct responsibility for the reported incident.

For injuries, the museum maintains an OSHA log and employee first report

8. Does your Agency manage facilities operations such as:

	Agency Provided	Vendor Provided	Provided by Another Agency
Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repair/Renovation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

9. If "Other" is checked in the previous question, please explain.

We currently use a contractor to care for our grounds and to handle snow removal. After completion of our planned parking deck, we envision engaging a contractor to operate the deck. We engage a contractor on an as needed basis to care for and remove trees. Finally, we depend on a variety of contractors to provide specialized services related to emergencies and major repairs.

10. What additional types of facility-related work is currently managed by an external organization, please explain why you have chosen this option?

This year we will begin implementing a capital outlay program with \$100 million in construction over seven projects. Two of these projects, the construction of a building addition and the creation of a parking deck will be managed by a construction management firm hired to perform the agency's responsibilities with respect to management of its construction contracts and inspecting the construction. This option was chosen because the agency's staff is too small to handle the workload.

11. How much is your Agency's budget for:

Housekeeping (\$)

\$ 408,764

Security (\$)

\$ 1,874,498

Maintenance (\$)

\$ 1,514,883

Repair/Renovation (\$)

\$ 78,939

Other (\$)

.....

12. For the process of Facilities Management in your Agency, please provide an estimate of the staff requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	14.0
Band - 2	1.0
Band - 3	7.0
Band - 4	10.0
Band - 5	2.0
Band - 6	2.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	65.0

13. What percentage of your Agency's facilities maintenance is:

Reactive (Break/fix)

20 %

Planned (Preventive/Improvement)

80 %

Comments

.....

14. How many work order requests does your Agency manage on an annual basis?

of work orders

3,330.00

Comments

Preventive Maintenance work orders

15. What is your Agency's process for managing work orders or maintenance requests?

We use Ultimate, a commercially available, adapted by the museum, computerized work order system for HVAC, Electrical, and Housekeeping Departments for scheduling preventive maintenance. We use our E-mail system for repairs and problems reported by museum staff.

16. On average, how many days is required to fulfill a maintenance request?

30 day allowance for preventive work orders. 1 to 24 hours for repairs.

17. What is the average administrative/overhead cost of a maintenance or service request?

Average Cost (\$)

\$ 7

18. What is the current value (\$) of deferred maintenance:

Non-Capital Maintenance & Improvements requested but not performed (\$)

.....

Capital Improvements requested but deferred to a future year (\$)

\$ 3,000,000

19. How does your Agency procure cleaning supplies, repair parts and other MRO-related materials?

Virginia Distribution Center, eVA, AMEX (point of sale)

20. How does your Agency monitor the quality of services provided to your facilities' tenants?

Vistor Comment Cards, e-mail from staff. Quarterly e-mail sent to remind staff of the various B&G Department responsibilities and manager to contact for specific needs or problems.

21. How much does your Agency budget for energy (Electric, natural gas, oil, etc)?

Budget (\$)

\$ 870,000

22. How does your Agency monitor energy consumption and conservation?

Computerized Building Automation System,
Excel spreadsheets,
DMME Energy Tracker

23. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

We do not know of any laws or regulations that would restrict the ability to reengineer.

24. If you have any other concerns or comments about this functional area, please include them here.

In the past we have privatized certain areas of the museum's operations such as security and groundskeeping services. At that time we considered privatizing housekeeping, but decided that the nature of the work to be completed and the skills required to work around fine art necessitated our maintaining an in-house staff to provide these services.

Your question 11 did not permit breaking down total expenditures by type. The personnel and nonpersonnel costs for each of the areas are:

Function	Nonpersonnel	Personnel	Total
Housekeeping	\$42,000	\$366,764	\$408,764
Security	\$1,636,476	\$238,022	\$1,874,498
Maintenance	\$277,000	\$1,237,883	\$1,514,883
Repair	\$78,939	0	\$78,939